

**Welcome Remarks for Support Staff
Superintendent's Conference Day
November 3, 2009**

Welcome to our second annual Support Staff workshop day. As our day begins this year, Mary Nardolillo, Board of Education President, will offer her words of welcome on behalf of the entire Board.

Today we celebrate the outstanding work of our support staff. Last year, the maintenance department completed 2,900 work orders with the average time of a work order being less than three days. Also, the maintenance department accomplished 120 building projects. During the December ice storm, department members worked over a three month period to complete the clean-up of district properties, in addition to performing their regular maintenance work. The department also renovated the Human Resources offices at Goodrich and the custodial offices at the Maplewood School annex. We also saw the completion of the improved fitness center at Shaker High School, the renovated counseling center, and the new writing center. The list goes on and on....

The remarkable work of our very talented and dedicated clerical staff eases administrators' workloads greatly; it also allows administrators to accomplish far more than they would ever be able to do. They are the first people to whom the public speaks, and they set a most welcoming tone for our entire school community. They are the administrators' valuable right hand partners in all the work that is done.

A number of individuals are responsible for the smooth functioning of our business and payroll operations, and they all bring much talent to their work. The individuals who work in the relatively new Human Resources Department are making a difference in the lives of our faculty and staff members. Our district registrar has helped centralize registration and assures that each student has a smooth beginning in the district.

Last year, our bus mechanics ensured buses passed D.O.T. inspection with a 99.37% pass rate. During the past year, we highlighted the exceptional professionalism and talent displayed when the driver and bus

aide on the Blue Creek special needs bus route attended to the needs of a non-responsive child. The staff of this department is also proud to have raised \$1,200 for the Adopt-a-Family Program.

Our teacher aides are the backbone of our inclusion programs. They are highly dedicated and hardworking individuals. They work with many students with challenging behaviors and all kinds of learning needs. They are often called upon to perform daily living tasks to facilitate basic needs throughout the day. Teacher aides also act as mentors and provide emotional support. Many aides act as job coaches for our students on job sites.

Over 57,750 breakfasts and 490,580 lunches were served cheerfully by the members of our food service department last year. Promotional programs were also presented to encourage students to participate.

Our hall monitors are at the forefront of student support throughout the day. They can be found in the hallways, cafeterias, and at many student events. They are depended upon to develop relationships with students, while ensuring safety and positive student behavior. Their ability to interact with students, while directing them, is necessary for success. Many students over the years have developed personal relationships with the hall monitors. Building administrators depend on them for their support of students, and teachers appreciate the important role that monitors play. Hall monitors interact with parents, teachers, and administrators, as well as students. Their professionalism and caring attitude help create a safe environment.

Our custodial staff works diligently to keep our buildings clean. With the advent of H1N1, new disinfecting practices are being used to kill bacteria and germs. Recycling receptacles are now available in all of our buildings. Also, energy patrols are now in two of our elementary buildings.

In addition to these wonderful accomplishments, there is, of course, the human side.

One of our supervisors at Shaker High School speaks of the secretary with whom he works: "I can tell you that she is a 'stand out' employee. She is consistent, courteous, hard working and thoughtful. She makes my job easier and better on a daily basis, and I just really enjoy having her in our office."

John Myers relates the following: “Students leave things on buses all the time, ranging from hats, coats, gloves, lunchboxes, and iPods to Nintendo’s. If a driver is going back by a house of a student who left something on board, the driver will call ‘base’ to have the student come out and get it. Drivers will drop off left lunches at school in their personal cars to make sure the children have their lunches.” He continues: “Our policy requires a parent or guardian to meet kindergarten students. However, a lot of parents meet their children for many years beyond. If a driver sees a parent at the stop every day, and one day the parent is not there, the driver will not let that child off the bus, until ‘base’ is called and the parent is located.”

I thank you for your accomplishments and for the humanity with which you do your work. I hope you enjoy the day.